

# Electronic Ticket Receipt

Booking Reference: YGO4Q3

Office

CATHAY PACIFIC AIRWAYS LTD  
INTERNET BOOKING  
HONG KONG

Passenger

Chen Sixian Miss

Ticket number

160 2353303897

## Itinerary

From	To	Flight	Class	Date	Departure	Arrival	Resa	NVB	NVA	Baggage	Seat
HONG KONG INTERNATIONAL Terminal 1	TORONTO LESTER B. PEARSON INTL Terminal 3	CX0828	O	09 OCT	10:45	13:55	Ok	09Oct	09Oct	2PC	
Operated by		CATHAY PACIFIC				Fare Basis		O1MRIB			
Frequent flyer number		1557749971									
TORONTO LESTER B. PEARSON INTL Terminal 3	HONG KONG INTERNATIONAL Terminal 1	CX0829	O	23 OCT	01:45	05:00	Ok	23Oct	23Oct	2PC	
Operated by		CATHAY PACIFIC				Fare Basis		O1MRIB			
Frequent flyer number		1557749971				Arrival Day+1					

Baggage Policy

HKGYYZ

1st Checked Bag:	Free of Charge	UPTO50LB 23KG AND62LI 158LCMOR MUSICAL INSTRUMENT UP TO 100CMOR DUFFEL BAG B4 BAG SEA BAGOR SLEEPING BAG
2nd Checked Bag:	Free of Charge	UPTO50LB 23KG AND62LI 158LCMOR MUSICAL INSTRUMENT UP TO 100CMOR DUFFEL BAG B4 BAG SEA BAGOR SLEEPING BAG

Name of the carrier whose baggage rules apply: CATHAY PACIFIC

YYZHKG

1st Checked Bag:	Free of Charge	UPTO50LB 23KG AND62LI 158LCMOR MUSICAL INSTRUMENT UP TO 100CMOR DUFFEL BAG B4 BAG SEA BAGOR SLEEPING BAG
2nd Checked Bag:	Free of Charge	UPTO50LB 23KG AND62LI 158LCMOR MUSICAL INSTRUMENT UP TO 100CMOR DUFFEL BAG B4 BAG SEA BAGOR SLEEPING BAG

Name of the carrier whose baggage rules apply: CATHAY PACIFIC

CARRY-ON BAG:

HKGYYZ: MAX 1PC Free of Charge ASSISTIVE DEVICES AND/OR CARRY7KG 15LB UPTO45LI 115LCM

YYZHKG: MAX 1PC Free of Charge ASSISTIVE DEVICES AND/OR CARRY7KG 15LB UPTO45LI 115LCM

LB = Weight In Pounds, KG = Weight In Kilos, LI = Linear Inches, LCM = Linear Centimeters, MAX = Maximum Allowed, PC = Number of Pieces

Baggage allowance and charges are provided for information only. Additional discounts may apply depending on advance purchase or Flyer-specific factors (e.g. Frequent flyer status, military, Credit card used for purchase, early purchase over the internet, etc.) Most carriers' e-tickets have expiration dates and conditions of use. Check the carrier's fare rules for more information.



## Get ready for your trip

Check in faster, select your seats, and change your travel preferences with our Manage Booking service.

Tour Code	: HKG0106FF508				
Form of payment	: CC VI XXXXXXXXXXXX1211 Exp0320 M868435 : 6978				
Fare	: HKD 6530				
Taxes	: HKD	120 HK	: HKD	157 CA	: HKD 20 RC
		HKD 151 SQ			
Total Amount	: HKD 6978				
Issuing Airline and date	: CATHAY PACIFIC 06Jul16			IATA	: 13393855
Restriction(s)/Endorsements	: T5 Non-End/Non-Rerte Non-Ref Terms And Conditions Apply-Bg Cx				
Fare Calculation	: HKG CX YTO Q5.79 417.27CX HKG417.27NUC840.33END ROE7.764700				

The carriage of certain hazardous materials, like aerosols, fireworks, and flammable liquids, aboard the aircraft is forbidden. If you do not understand these restrictions, further information may be obtained from your airline.

### Fee and registration codes

- P.I. 00862211000 C.F.07277450156
- IBL Business Registration Card Number: C06002052
- OO - Passenger Security Service Charge
- YR/YQ - Fuel Surcharge/Insurance Surcharge/Fees levied by airlines
- OB - Booking & Ticketing service fee levied by airlines
- XT - The sum of government-imposed taxes and carrier surcharges

### Carbon emissions

To calculate your share of carbon emissions created by your flight, please go to [www.cathaypacific.com/flygreener](http://www.cathaypacific.com/flygreener).

### E-ticket Reminders

1. It is the responsibility of passengers to ensure that their travel documents are valid and that they hold all necessary visas and medical certificates for entry into their destination. We reserve the right to refuse carriage if passengers fail to comply with such requirements. We will not be liable for any loss or expenses incurred by the passenger as a result of the passenger being refused entry into their destination.
2. Tickets must be used in sequence. If you fail to fly on a booked flight and you do not notify us, all onward and connecting bookings will be cancelled. In some countries, a no-show charge may also be collected. Please cancel your reservations if you do not intend to fly.
3. The time shown on the flight coupon or itinerary receipt is the departure time of the aircraft. Passengers should allow sufficient time to complete all the formalities and it is recommended that passengers arrive at the airport one and a half hours before departure time, at the latest. Cathay Pacific check-in counters normally close 40 minutes prior to the scheduled departure time, however, closing time may vary slightly at some airports. Passengers arriving after this time may not be accepted for travel and no responsibility will be accepted in such cases. Please check with your local Cathay Pacific Office, [www.cathaypacific.com/cx/en\\_HK/about-us/contact-us/worldwide-offices.html](http://www.cathaypacific.com/cx/en_HK/about-us/contact-us/worldwide-offices.html), as rules and check-in times vary by country and airport.

4. To minimise any disruption to your travel plan, please note the boarding gate will be closed 10 minutes before departure time. Late passengers may not be accepted for travel. Please arrive at the boarding gate at least 30 minutes before departure time to reserve sufficient time for boarding formalities.

5. Cathay Pacific and most major airlines may overbook services. While Cathay Pacific makes every effort to provide seats for confirmed reservations made, we cannot guarantee seat availability. Cathay Pacific operates compensation schemes, in accordance with the applicable law and our compensation policy, to passengers with confirmed reservations who are denied carriage because of overbooking.

6. This ticket is valid for carriage for one year from date of issue, except as otherwise provided in this ticket, in carriers tariffs, conditions of carriage, or related regulations.

#### **Notice for international passengers on carrier liability**

Passengers on a journey involving an ultimate destination or stop in a country other than the country of departure are advised that the Warsaw Convention, including its amendments, or the Montreal Convention, may be applicable to the entire journey, including any portion thereof within a country. These Conventions, including special contracts of carriage embodied in applicable Tariffs, govern and may limit the liability of the carrier for death or bodily injury and for destruction or loss of, or damage to, baggage, and for delay of passengers and baggage.

#### **Incorporated terms**

Your travel is subject to Cathay Pacific's General Conditions of Carriage

[www.cathaypacific.com/content/dam/cx/legal-and-privacy/general-conditions-of-carriage-for-passengers-baggage-en.pdf](http://www.cathaypacific.com/content/dam/cx/legal-and-privacy/general-conditions-of-carriage-for-passengers-baggage-en.pdf) and to its tariffs, including the Transborder Tariff [www.cathaypacific.com/content/dam/cx/legal-and-privacy/canada/transborder-tariff/CTA-transborder-tariff-web.pdf](http://www.cathaypacific.com/content/dam/cx/legal-and-privacy/canada/transborder-tariff/CTA-transborder-tariff-web.pdf) and International Tariff [www.cathaypacific.com/content/dam/cx/legal-and-privacy/canada/CTA-intl-tariff-web.pdf](http://www.cathaypacific.com/content/dam/cx/legal-and-privacy/canada/CTA-intl-tariff-web.pdf) where applicable. All of these documents are hereby incorporated by reference into this document which forms your contract of carriage with us.

#### **Baggage allowance and fees**

##### Checked baggage allowance

**All flights** - except those flying to and from the Americas and New Zealand.

The free baggage allowance on scheduled international flights of Cathay Pacific Airways is as follows:

- First Class: 40 kg (88 lb)
- Business Class: 30 kg (66 lb)
- Premium Economy Class: 25kg (55lb)
- Economy Class: 20 kg (44 lb)
- Infants not entitled to a seat are allowed 10 kg (22 lb) plus one fully collapsible stroller/pushchair.

The additional checked baggage allowance for Marco Polo Club (MPO) members is as follows:

- Diamond members: 20 kg
- Gold members: 15 kg
- Silver members: 10 kg

**The Americas** - The following allowance apply to passengers whose itinerary involves a point in North, Central or South American countries:

- First/ Business Classes: Two pieces, 32 kg (70 lb) each
- Premium Economy Class: Two pieces, 25 kg (55 lb) each
- Economy Class: Two pieces, 23 kg (50 lb) each

The total dimensions of each piece must not exceed 158 cm (62 in) (i.e. length plus height plus width).

Infants not entitled to a seat are allowed:

- First/Business Class: One piece, 32 kg (70 lb)
- Premium Economy Class: One piece, 25kg (55lb)

- Economy Class: One piece, 23kg (50lb),

AND

- One fully collapsible stroller/pushchair.

The total dimensions of each piece must not exceed 115 cm (45 in) (i.e. length plus height plus width).

The additional checked baggage allowance for Marco Polo Club members is as follows:

- Diamond members: One piece

- Gold members: One piece

**No single piece of baggage can weigh more than 32 kg (70 lb.)**

#### Cabin baggage allowance

Passengers (except infants) have free cabin baggage allowances based on the class in which they are travelling or their Marco Polo Club (MPO) membership status. If you are travelling in two classes on one journey, you will be entitled to the greater allowance for the whole journey.

**All flights** - except those flying to and from New Zealand.

- One bag with overall dimensions (including wheels, handles and side pockets) no larger than 56 x 36 x 23 cm (22 x 14 x 9 in). The total weight of the bag and all duty-free items should not exceed 7 kg (15 lb).

#### Personal Items

In addition to your allowances, you may carry onboard one of the following items free:

- a small handbag, backpack, briefcase or laptop bag, **and**

- an assistive device such as a cane, walker, crutch, wheelchair (if cabin stowage is available)

When you are travelling with a child or infant, you may carry the following item(s) onboard free:

- an approved car safety seat [http://www.cathaypacific.com/cx/en\\_HK/travel-information/special-assistance/children-and-infants/infants.html](http://www.cathaypacific.com/cx/en_HK/travel-information/special-assistance/children-and-infants/infants.html)

- a small bag of food and nappies (for use on the flight)

- an umbrella type collapsible stroller or any other types of foldable stroller within the standard cabin bag size and weight after folding (if cabin stowage is available)

The additional cabin baggage allowance for First and Business Class passengers, AND Diamond, Gold and Silver MPO members is as follows: One garment bag with a maximum thickness of 20 cm (8 in) when folded or one soft bag with a maximum thickness of 20 cm (8 in).

- First Class Passengers AND Diamond MPO members: The combined weight of these items and all duty-free items should not exceed 15 kg (33 lb)

- Business Class Passengers AND Gold and Silver MPO members travelling in Premium Economy or Economy: The combined weight of these items and all duty-free items should not exceed 10 kg (22 lb).

**New Zealand** - The following baggage allowances apply to passengers travelling on a ticket that meets all of the following criteria: (1) ticket issued wholly within Hong Kong and New Zealand, (2) travel on CX and Air NZ only, and (3) using non-stop flight between Hong Kong and Auckland.

#### Checked baggage allowance

- Business class, AND Diamond, Gold and Silver Marco Polo Club members in Premium Economy Class: Three pieces, 23 kg (50 lb) each

- Premium Economy Class, AND Diamond, Gold and Silver Marco Polo Club members in Economy Class: Two pieces, 23 kg (50 lb) each

- Economy Class: One piece, 23 kg (50 lb)

- Infant: Travelling at 10% of the applicable adult fare will be permitted one piece, 23 kg (50 lb), plus one checked or carry on fully collapsible pushchair/stroller or infant's carrying basket or infant's car seat which may be carried in the passenger cabin subject to the availability of space.

The total dimensions of each piece must not exceed 158 cm (62 in) (i.e. length plus height plus width).

#### Cabin baggage allowance

- Business Class and Premium Economy Class, AND Diamond, Gold and Silver MPO members travelling in Economy Class: Two pieces, 7 kg (15 lb) each

- Economy Class: One piece, 7 kg (15 lb)

The total dimensions of each piece must not exceed 118 cm (45 in) in size (sum of the three dimensions including wheels, handles and side pockets).

The above allowances are subject to the discretion of Cathay Pacific.

#### **Excess baggage charge**

Any baggage in excess of the above mentioned allowances will be charged. Excess baggage will be charged at rates depending on the routing travelled. Please visit [www.cathaypacific.com/cx/en\\_HK/travel-information/baggage/check-in-baggage/extra-baggage-charge.html](http://www.cathaypacific.com/cx/en_HK/travel-information/baggage/check-in-baggage/extra-baggage-charge.html) for further details.

#### **Flights operated or marketed by other airlines**

If your itinerary includes flights operated or marketed by carriers other than Cathay Pacific, our free baggage allowance and charges may not apply. Please visit

[www.cathaypacific.com/cx/en\\_HK/travel-information/baggage/check-in-baggage/most-significant-carrier-msc-for-multi-carrier-journey.html](http://www.cathaypacific.com/cx/en_HK/travel-information/baggage/check-in-baggage/most-significant-carrier-msc-for-multi-carrier-journey.html), or the relevant partner airline's website, for further details.

#### **Dangerous goods**

Some articles or substances which are capable of posing a significant risk to health, safety, property or the environment when transported by air are classified as dangerous goods and their carriage by air is prohibited. It is the responsibility of passengers to ensure that they do not carry such goods either on their person or in their baggage, otherwise they may commit a criminal offence. For more information about prohibited items, please visit [www.cathaypacific.com/cx/en\\_HK/travel-information/baggage/restricted-items/prohibited-items.html](http://www.cathaypacific.com/cx/en_HK/travel-information/baggage/restricted-items/prohibited-items.html).

#### **Lithium ion batteries**

Lithium batteries, typically found in portable consumer electronic devices, may be dangerous and can start fires when they are not carried properly. No spare lithium batteries are permitted in check-in baggage. For cabin baggage and more information about carriage of lithium batteries, please visit [www.cathaypacific.com/restricted-items-batteries.html](http://www.cathaypacific.com/restricted-items-batteries.html).

#### **Valuables**

Except for baggage carried in the course of international carriage as defined by the Warsaw or Montreal Conventions, we are not liable for any damages to articles which you include in your baggage which Cathay Pacific's General Conditions of Carriage prohibit. Articles including, but not limited to, fragile, perishable, valuable or rare items, or commercial goods and samples, business and identification documents. You can declare excess valuation on certain baggage at the airport, subject to additional fees.

#### **Travel health information**

For important health tips before your flight, including information on Deep Vein Thrombosis, please refer to our website [www.cathaypacific.com/cx/en\\_HK/travel-information/travel-preparation/am-i-fit-to-travel/dvt.html](http://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/am-i-fit-to-travel/dvt.html) prior to travelling and our inflight magazine and health videos whilst on board. If you have any concerns about this issue, you should consult your doctor before travelling.

#### **Questions and further information**

If you have any further questions about this document, or any other aspects of your forthcoming trip, please contact us [www.cathaypacific.com/cx/en\\_HK/about-us/contact-us/worldwide-offices.html](http://www.cathaypacific.com/cx/en_HK/about-us/contact-us/worldwide-offices.html)

#### **European community regulation (EC) No.889/2002 notice**

#### **Air carrier liability for passengers and their baggage**

This information notice summarises the liability rules as required by European Community legislation and as applied by Cathay Pacific in respect of international carriage.

Approximate conversions from Special Drawing Rights (SDRs) to Euros are provided as a guide only and will be subject to fluctuation in currency conversion rates. Current exchange rates can be downloaded from [www.imf.org/external/np/fin/data/rms\\_five.aspx](http://www.imf.org/external/np/fin/data/rms_five.aspx)

### **Compensation in the case of death or injury**

There are no financial limits to the carrier's liability for passenger death or bodily injury caused by an accident on board the aircraft or during embarking or disembarking.

Where the Montreal Convention applies:

For proven damages up to 113,100 SDRs (approximately EUR 141,170) the carrier will not avail itself of any defence other than contributory negligence and will not otherwise exclude or limit its liability. Above 113,100 SDRs the carrier may defend the claim if it can prove that it was not negligent or otherwise at fault.

Where the Warsaw Convention and in all other instances:

For proven damages up to 100,000 SDRs (approximately EUR 124,820) the carrier will not avail itself of any defence other than contributory negligence and will not otherwise exclude or limit its liability. Above 100,000 SDRs the carrier may defend the claim if it can prove that it took all necessary measures to avoid the damage or that it was impossible for it to take such measures.

Where neither the Montreal nor the Warsaw Convention applies, different limits may be imposed by local law.

### **Passenger delays**

In case of passenger delay, the carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible for it to take such measures. The carrier may rely upon the defence of contributory negligence.

Where the Montreal Convention applies:

Liability is limited to 4,694 SDRs (approximately EUR 5,860)

Where the Warsaw Convention applies:

Liability is limited to 16,600 SDRs (approximately EUR 20,720)

Where neither the Montreal nor the Warsaw Convention applies, different limits may be imposed by local law.

### **Destruction, loss, damage or delay to baggage**

In relation to all baggage claims the carrier may rely upon the defence of contributory negligence.

Where the Montreal Convention applies:

The carrier is liable for destruction, loss or damage to checked baggage subject to applicable defences of inherent defect, quality or vice.

The carrier is only liable for destruction, loss or damage to unchecked baggage if it is proven that it was at fault.

The carrier is liable for damage arising out of delay to baggage unless it can prove that it took all reasonable measures to avoid the damage or it was impossible for it to take such measures.

Liability is limited to 1,131 SDRs (approximately EUR 1,410) per passenger for both checked and unchecked baggage.

Where the Warsaw Convention applies:

The carrier is liable for destruction, loss, damage or delay to baggage unless it can prove that it took all reasonable measures to avoid the damage or it was impossible for it to take such measures.

Liability is limited to 17 SDRs (approximately EUR 21) per kilogram of checked baggage and a total of 332 SDRs (approximately EUR 414) in the case of unchecked baggage. These limits do not apply if it is proven that the damage resulted from the carrier's reckless act or omission done with knowledge that damage would probably result.

Where neither the Montreal nor the Warsaw Convention applies, different limits may be applied by local law. If local law does not specify any limits, the limits applicable are the same as those for the Warsaw Convention.

### **Higher limits for baggage**

A passenger can benefit from a higher liability limit by making a special declaration of value at the latest at check-in and by paying a supplementary fee. Alternatively, if the value of baggage exceeds the applicable limit of liability it should be fully insured by the passenger prior to travel.

#### **Complaints on baggage**

If the baggage is damaged, delayed, lost or destroyed, the passenger must write and complain to the air carrier as soon as possible. In the case of damage to checked baggage, the passenger must write and complain within seven days and in the case of delay within twenty-one days, in both cases from the date on which the baggage was placed at the passengers disposal.

#### **Liability of contracting and actual carriers**

If the carrier actually performing the flight is not the same as the contracting carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of a carrier is indicated on the ticket, that carrier is the contracting carrier.

#### **Time limit for action**

Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

*This is a notice required by European Community Regulation (EC) No. 889/2002 amending Regulation No 2027/97. This notice cannot be used as a basis for a claim for compensation, nor to interpret the provisions of the Regulation or the Montreal or Warsaw Convention and it does not form part of the contract between the carrier and passenger.*